



PATENT

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5-16-03

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata, Wai H. Pak, Rohit Bedi  
Assignee: Siebel Systems, Inc.  
Title: System and Method for Multi-Channel Communication Queuing  
Serial No.: 09/823,590 Filing Date: March 31, 2001  
Examiner: Unassigned Group Art Unit: 2183  
Docket No.: SBL0001US Client Ref. No. SIEB059/US

Austin, TX  
April 28, 2003

COMMISSIONER FOR PATENTS  
Washington, D. C. 20231

**INFORMATION DISCLOSURE STATEMENT**  
**37 CFR § 1.97(b)**

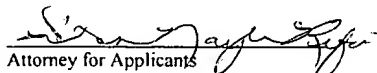
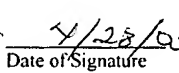
Dear Sir:

Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Copies of these documents are enclosed.

Citation of these documents shall not be construed as:

1. an admission that the documents are necessarily prior art with respect to the instant invention;
2. a representation that a search has been made; or
3. an admission that the information cited herein is, or is considered to be, material to patentability as defined in § 1.56(b).

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231, on April 28, 2003.

  
Attorney for Applicants  
  
Date of Signature

Respectfully submitted,



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U.S. Department of Commerce, Patent and Trademark Office					Atty Docket No.		Serial No.	
					SBL0001US		09/823,590	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT					Applicants			
(Use several sheets if necessary)					Anil K. Annadata, et al.			
MAY 01 2003					Filing Date		Group	
					March 31, 2001		2183	
U.S. Patent Documents								
*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate	
	AA	5,754,830	May 19, 1998	Butts et al.	395	500		
	AB	5,964,836	Oct. 12, 1999	Rowe et al.	709	221		
	AC	6,199,104 B1	Mar. 6, 2001	Delph	709	208		
	AD							
	AE							
	AF							
	AG							
	AH							
	AI							
	AJ							
	AK							
Foreign Patent Documents								
		Document	Date	Country	Class	Subclass	Filing Date If Appropriate	
	AL							
	AM							
	AN							
	AO							
	AP							
OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)								
	AQ	Copy of International Search Report as mailed from the PCT on February 28, 2003 for co-related WO Application (PCT/US02/31152; Filed 30 September 2002), 5 pages.						
	AR							
	AS							
Examiner			Date Considered					
<p>*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with your communication to applicant.</p>								

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